

INFORMATION EXCHANGE

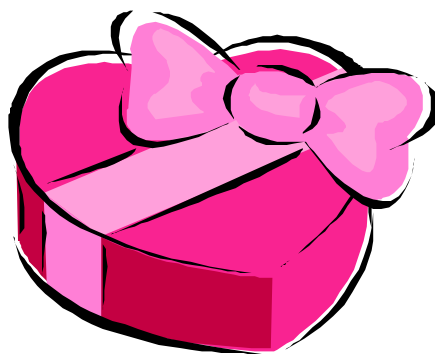
February 2003

Resources for Workforce Development Programs

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The Employment Training Network



Have We Got a Treat for You!

Well, it's that time of year again and we have a confection to make - the ETN has a delectable assortment of services that are sure to sweeten up your WIA program!

We can help with your technical assistance needs and you won't have to fudge on your training budget! If you are receiving WIA funding, we can refer consultants and pay a portion of their fee and travel expenses.

Our lending library is also available to you. It's choc-full of rich materials including books, videos and training manuals. A sampler of our newest items is contained on Page 6.

We can also help with travel expenses associated with visiting other programs so you can get a taste of how others are providing services.

Indulge yourself! Call the ETN at (916) 654-8896 and savor our services!



Workforce Development Update

The Employment Development Department (EDD) Workforce Investment Division Capacity Building Unit (CBU) offers staff development training at no cost to Workforce Investment Act (WIA)-funded employment and training partners. Four of the classes currently being offered include:

WIA Exit Strategies for Adults and Dislocated Workers/Exit Strategies for Older and Younger Youth -

The CBU has recently developed these two new and exciting workshops. The biggest change to the workforce investment environment is in measuring the return on the investment. The focus of these workshops is to have a working knowledge of the core performance measures and to apply strategies that will increase performance outcomes. The value added element of these workshops will be the examination of a service strategy model for effective and efficient management of exits based on the completion of planned services. These workshops are designed to engage management, supervisors and front-line practitioners in collectively developing or modifying their local case load processes by implementing exit strategies, minimizing soft exits and maximizing retention in the effort to increase performance.

This is not an introductory workshop to WIA performance. Practitioners should have some general background and understanding of the WIA performance measures. The overall objective of these workshops is to equip practitioners with tools, techniques and effective strategies that will ultimately increase performance outcomes. These workshops will be customized based on local area past performance data collected by the JTA system to identify opportunities for improvement.

If you are interested in hosting either of these workshops you may contact the CBU at (916) 653-8060 or contact Rick Record at (916) 653-5244 or e-mail at hrecord@edd.ca.gov

WIA Case Management for Adults - Do you have new case managers who need creative tools to do their job? Do you have case managers with questions about appropriate documentation? Are you concerned about job placement and retention in your local area? Then the WIA Case Management for Adults workshop is for you. This workshop examines the link between finding suitable employment and ensuring that your participants are still working once they have exited from the Workforce Investment Act program. The importance of working with the "whole" participant is

emphasized and the workshop provides an opportunity to develop career ladders based on actual case studies.

This one-day workshop is designed for case managers, job developers, intake and assessment workers and others who work directly with WIA participants. If you would like to host this workshop, please telephone Michelle Haakenson at (916) 654-9815.

Managing for Success: Youth Outcomes-This class is designed for front-line youth practitioners and others working with youth in a WIA environment. It is an exciting, interactive class that will stimulate dialogue and provide practical ways to help prevent negative outcomes. Attendees will learn the MACC case management system; develop an original ISS; and be able to list and discuss three exit challenges youth encounter.

If you are interested in hosting this training, contact Terri Angelo at (916) 653-4471 or e-mail tangelo@edd.ca.gov.

For a complete listing of CBU training currently being offered, please visit www.edd.ca.gov/wiacat.htm.

Mark Your Calendars!

California Workforce Association (CWA) Youth Conference

Palm Springs-February 11-13, 2003

www.calworkforce.org - (916) 325-1610

National Crime Prevention Council - National Youth Summit on Preventing Violence

Anaheim-February 15-18, 2003

<http://www.ncpc.org/>

Larry Robbin, Robbin & Associates - How to Motivate People Toward Employment

Santa Rosa-February 24, 2003

Sponsored by Goodwill Industries (707) 523-0550 x253

National Association of State Workforce Agencies (NASWA) - Winter Policy Forum

Washington DC-February 26-28, 2003

http://www.workforceatm.org/articles/template.cfm?results_art_filename=wpf2003ann.htm

California Workforce Association (CWA) Annual Spring Conference

San Diego-April 22-24, 2003

www.calworkforce.org - (916) 325-1610

Program Information

The California Corps-to-Career Project Begins Second Year

All eleven local conservation corps were represented at the second California Corps-to-Career (CCtC) training in Los Angeles. The project, sponsored by the State of California Employment Development Department, is a statewide approach to youth development that fosters the collaboration between all of the members of the California Association of Local Conservation Corps.

In its first capacity-building year, CCtC funds allowed the corps to hire a full-time Career Specialist to provide general transition services to corps members and establish the corps' credibility in the local job market as an effective job training program. A Best Practices Manual will be produced next month that highlights the successful youth development methods rooted in each corps program.

The second year of funding will allow for the expansion of the project and dedication of funds to provide core and intensive services, training and follow-up to 176 participants. Information on the 176 participants will be forwarded to the LACC's Executive Offices. The project performance goals, dictated by the Workforce Investment Act, will be reported to EDD through the State's Job Training Automation System. The project is being managed by LACC's Felicia Vann who

serves as a liaison to the 10 other local corps and the state's EDD office.

Career Specialists and Program Coordinators met to discuss the additional paperwork that is involved in enrolling participants and the best practices that will be incorporated into the program manual. Each corps presented its CCtC project to their peers and seven LACC corps members participated in a panel discussion, answering questions and sharing their stories with professionals from the other corps. Project staff will meet again to review the application and enrollment process and troubleshoot case management issues, and will convene again to discuss exit and follow-up procedures and gain further knowledge of youth development principles that can be applied in the corps setting.

Phil Matero, Deputy Director of the LACC, states: "I was impressed with the commitment and creativity of the staff from the corps across the state. We have a lot to learn from each other. This corps-to-career movement will help make every corps better at putting young people who finish at the corps into meaningful, career-building jobs."

For more information, please contact Phil Matero at (213) 747-1872 x310.

Grand Opening of Pacoima Community Technology Center

The Pacoima Community Technology Center, located in the northeast San Fernando Valley, recently celebrated their grand opening.

Michael Dolphin of the Employment Development Department (EDD) addressed the crowd of 200. Los Angeles City Council President Alex Padilla, a driving force for the project, noted the importance of a technology center in an impoverished region: "It gives adults and parents the skills they need to apply for good jobs, while children will be armed with the knowledge they need to excel in school and attend college." Michaela Turner-Stroud, EDD Program Manager for this grant, was also in attendance.

The Center brings technology, education and workforce training resources free of charge to participants. It also houses the Valley Family Technology Project (VFTP), a \$3 million technology and workforce development partnership among corporate and government supporters, including the California Employment Development Department with its \$1.27 million contribution.

Dixon Slingerland, Director of Youth Policy Institute (YPI), a non-profit organization that is the lead agency for VFTP and the Community Technology Center stated: "We hope to level

the playing field for the residents of Pacoima. Looking around at all the excited faces at this opening really makes the importance of this project to the community hit home."

The technology center provides training for higher paying jobs in a wide range of fields, notably medical office careers. Participants also learn business English and math, Windows XP and Microsoft Office applications. For adult learners, the Pacoima Online Academy provides distance learning courses through a partnership with Cerritos College. Elementary, middle and high school students can take advantage of the youth services program, which offers academic tutoring as well as a chance to learn multimedia software, such as PhotoShop and InDesign. Experienced students take full responsibility for the community website, www.pacoima.net.

The center started serving community residents earlier this month, and has classes filled to capacity. "We're wall to wall people at the moment," VFTP Director Mario Matute said. The facilities include a state of the art computer lab with Pentium IV Dell computers, a wireless laptop center, and an interactive white board at the front.

For more information please contact Jeff Caltabiano at (213) 688-2802.

Local Area Activities

Building Strong One-Stop Career Center Teams

Building a strong One-Stop Career Center team is difficult. As we all know, partners living together under the same roof seldom guarantees program coordination or resource sharing. This initial willingness not to share can be attributed to many real or unreal assumptions partner agencies believe of one another. Two of the major assumptions are grounded in how much we trust one another and what we think we know about other agency resources and services.

One way to build a strong partner team within a One-Stop Career Center is to develop a meaningful process that involves all partners working together on Center products and processes that facilitate good customer service.

One such process has been developed in San Joaquin County. The San Joaquin County WorkNet System developed a WorkNet University work group. The work group is made up of all workforce partners in San Joaquin County's WorkNet System. These include the Employment and Economic Development Department, Employment Development Department, Delta College, California Human Development Corporation, Housing Authority, and Goodwill Industries.

The WorkNet University is supported by senior management from the partner agencies. The 32 members of the WorkNet University work group are line staff who work in the County's

WorkNet Centers and key WorkNet managers. The work group meets at least once a month to work on specific projects focusing on developing training events for staff and employment and training materials for customer use.

The San Joaquin County WorkNet University has been operating since 2001. Over the past year, the University Team, working closely with consultant Alex Laiewski, have developed Customer Service Guides, a Staff Reference Manual and several half-day partner presentation workshops. The Staff Reference Manual and the Partner Presentations help the whole workforce system understand what each partner contributes and how resources can be coordinated. The WorkNet University Team is now working on a Glossary of Terms, a Staff Training Manual and a Professional Certificate for Workforce Development Professionals.

The WorkNet University meetings give team members an opportunity to strengthen relationships that put real life into partnership agreements and Memorandums of Understanding.

To learn more about the San Joaquin County WorkNet University contact the Stockton WorkNet Center at (209) 468-3500.

One-Stop on Target with Job Fair

One of the largest single employer recruitments in the history of the Central Valley was coordinated through Kern County's one-stop, the Career Services Center.

Approximately 10,000 people turned out for the three-day job fair, which began Friday, Jan. 3 and was coordinated in partnership with Target and the Career Services Center. Career Services Center staff assisted with almost every activity related to the job fair including planning, logistics, marketing, media coordination, cost-sharing advertising, media purchasing, translation of Target recruitment materials, assistance during mass orientations, conducting Spanish orientations and application assistance. "This is a great turnout," said Bob Grove, Human Resources Manager at the Target warehouse.

The fair included an application process and an orientation that outlined the jobs offered. The primary positions available were warehouse workers and packers.

Target plans to hire 500 full-time, permanent employees to work at the distribution center, which is 1.7 million square

feet. The Shafter Center will ship to about 40 Target stores in the state, covering the area from Los Angeles to Fresno counties. To explain the immensity of the warehouse, Grove said it would be possible to lay two Empire State Buildings down in the center and have room to spare.

John Nilon, Executive Director at Employers' Training Resource in Bakersfield, the county's workforce development agency, said, "I am pleased the jobs were permanent because the county suffers from chronic seasonal unemployment. In November, the Kern County jobless rate was 11.5 percent as compared to the statewide unemployment rate of 6.3 percent."

The Career Services Center continues its hiring support and is positioned to assist with the next phase when Target plans to hire 500 additional employees by year's end.

For more information, please contact Candy Cline-Gettman at (661) 336-6608.

Youth Program Resources

DOL Announces Case Management: A Resource Manual for Youth

Case Management is the infrastructure for delivering effective services that will facilitate the positive growth and development of youth and the achievement of individual and organizational performance goals.

“CASE MANAGEMENT: A Resource Manual” has been developed to assist both case managers and management staff in implementing an excellent case management system. A variety of material from various sources such as YO! sites, Brandeis University, Job Corps, CYGNET Associates, and OMTI Workforce Training Institute has been compiled for easy access. The information has been organized around eight major themes:

- Youth opportunity program goals and practices
- Bi-level case management
- Building relationships
- Assessment
- Case planning and ISS development
- Delivery of services
- Record-keeping
- Tools for managing a caseload

To download a copy of this publication, please visit:
www.doleta.gov/tradeact/resource.asp

Building Quality Programs for America's Youth-PEPNet '03 Application Now Available!

PEPNet, the Promising and Effective Practices Network, is pleased to announce the release of its 8th Annual PEPNet Application for Recognition of youth employment and youth development programs.

The application is designed to encourage youth initiatives to improve their programming and to promote better programs nationwide by identifying those exemplary initiatives that help youth succeed. Any program serving youth between the ages of 14 - 25 may seek external validation and outside feedback by completing the PEPNet Application, which are due April 8, 2003.

If you are uncertain whether a program is ready to complete the PEPNet Application - check out the PEPNet Self Assessment Exercise. The PEPNet Application and Self Assessment Exercise, along with all of PEPNet's tools, are free to download at <http://www.nyec.org/pepnet>. Or, you may request a hard copy via faxed request at (202) 659-0399. PEPNet is a project of the National Youth Employment Coalition.

To learn more about their work promoting policies and initiatives that help young people succeed visit:
www.nyec.org/

Worthy Web Sites

www.studentsinservicetoamerica.org/download/guidebook.pdf - *Students in Service to America* is a guide that offers parents, teachers, and other adults who work with children resources for helping young people develop habits of service. It is being offered as a resource that educators in particular may find helpful to plan student service opportunities and engage young people.

www.aecf.org/tarc/publications/pubs_youth2.php - *Barriers and Promising Approaches to Workforce and Youth Development* can be downloaded from this web site or by calling (410) 547-6600. The Annie E. Casey Foundation has released this report describing the 15 “best performing” job training and placement programs for juvenile offenders.

www.doleta.gov/regions/reg06/region6/documents/january2003.pdf - *Youth Connections West*, published by the U.S. Department of Labor Employment and Training Administration's Office of Youth Services in Region 6

provides a forum for DOL-funded youth service providers and other partners to share resources and strategies.

www.youthcrisisline.org/about.html - The California Youth Crisis Line is a statewide, toll free, 24-hour, confidential phone line available to young people, primarily between the ages of 12-24.

www.ncwd-youth.info/ - The National Collaborative on Workforce and Disability (NCWD)/Youth provides information about employment and youth with disabilities. Its partners, experts in disability, education, employment, and workforce development, strive to ensure you will be provided with the highest quality, most relevant information available.

www.californiacareers.info/ - CalCRN is California's primary resource for career guidance and planning information to assist youth and adult career-seekers.

Check It Out!

The resource materials listed below are available for loan from the ETN library. Please leave a message at (916) 654-8386 with your requests. Available items will be shipped within 24 hours of request. If an item is already checked out, you will be placed on a reserve list.

JOB SEARCH

100 Top Internet Job Sites, Get Wired, Get Hired in Today's New Job Market, Impact Publications (J2168)

Discover the Best Jobs for You, Do What You Love, Fourth Edition, Impact Publications (J2169)

Take this Job and Thrive, 60 Ways to Make Life More Rewarding in Today's New Workplace, Impact Publications (J2170)

100 Great Jobs and How to Get Them, Impact Publications (J2171)

10 Insider Secrets to Job Hunting Success!, Everything You Need to Get the Job You Want in 24 Hours—or Less!, 10 Step Publications (J2172)

Young Person's Guide to Getting and Keeping a Good Job, Second Edition, JIST Works, Inc. (Workbook & Instructor's Guide) (J2212)

JOB DEVELOPMENT

Job Development Essentials, A Guide for Job Developers, Public and Private Ventures (J2224)



Surviving a Layoff or Downsizing, Dahlstrom & Company, Inc. (J2225)

The Job Hunting Handbook, Take Control and Land the Job You Want, Dahlstrom & Company, Inc. (J2226)

EX-OFFENDERS

Youth Offender Demonstration Process Evaluation, Final Report, U.S. Department of Labor, Employment & Training Administration (J2227)

State Correctional Education Programs, State Policy Update, National Institute for Literacy (J2229)

SCHOOL-TO-CAREER

Work-Based Learning Toolkit, New Ways to Work and partners (CD-ROM & Quick Guides) (J2228-CD)

COMMUNICATION SKILLS

Lifescritps, What to Say to Get What You Want in 101 of Life's Toughest Situations, Macmillan Inc. (J2231)

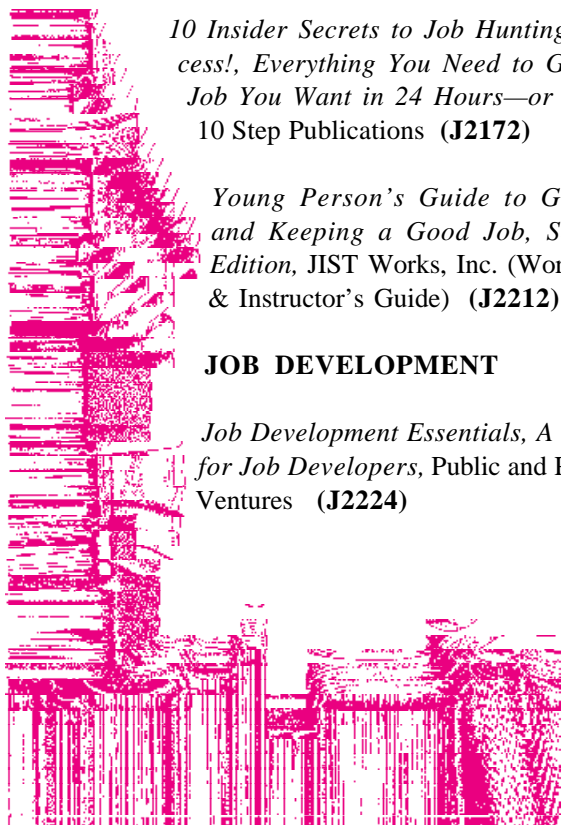
Communicating with People On the Job, Communication Briefings (J2198-AV)

Managing Workplace Negativity, American Management Association (J2232)

LIFE SKILLS

100 Ways to Motivate Yourself, Change Your Life Forever, Career Press (J2167)

10 Steps to Positive Self-Esteem: Ways to Boost Your Self-Confidence, LINX Educational Publishing, Inc. (Video) (J2194-AV)



INFORMATION EXCHANGE

FEBRUARY 2003

Monday

Tuesday

Wednesday

Thursday

Friday

3	4	5	6	7
<div>Out-of-School Youth "Got the WIA Hook-Up" Los Angeles County-(213) 738-2705</div>	<div>WIA Performance Management- Adult & Dislocated Workers Merced-(209) 724-2166</div>	<div>WIA Youth Service Strategies Eureka-(707) 269-2021</div> <div>Retention=Success Auburn-(530) 823-4631</div> <div>WIA Case Management Ukiah-(707) 467-5911</div> <div>WIA Fiscal Requirements Merced-(209) 724-2166</div>	<div>WIA Performance Management Ventura-(805) 652-7866</div>	
10	11	12	13	14
	<div>California Workforce Association (CWA) Youth Conference Palm Springs-(916) 325-1610</div>		<div>Out-of-School Youth "Got the WIA Hook-Up" Solano-(707) 863-4601</div>	
17	18	19	20	21
	<div>WIA Performance Management-Youth Alameda-(510) 259-3842</div> <div>WIA Orientation Los Angeles-(213) 485-0405</div>		<div>Special Populations Workshop Fresno-(559) 263-1114</div>	
<div>National Crime Prevention Council National Youth Summit on Preventing Violence Anaheim-www.ncpc.org</div>			<div>Retention=Success Bakersfield-(661) 336-6937</div>	
24	25	26	27	28
<div>Robbin & Associates How to Motivate People Toward Employment Santa Rosa- (707) 523-0550 x253</div>		<div>WIA Case Management San Bernardino- (909) 890-0644 x2378</div>	<div>National Association of State Workforce Agencies (NASWA) Winter Policy Forum Washington D.C.-www.workforceatm.org/articles/template.cfm?results_art_filename=wpf2003ann.htm</div>	

*Training in shaded boxes conducted by the Capacity Building Unit - www.edd.ca.gov/wiacal.htm

INFORMATION EXCHANGE

EMPLOYMENT TRAINING NETWORK

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THE EMPLOYMENT TRAINING NETWORK *Resources for Workforce Investment Act (WIA) Programs*

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The Employment Training Network is an information dissemination project which provides one-to-one consultations, staff workshops and resources exclusively for California's Workforce Investment Act (WIA) programs. Through statewide networking, the Employment Training Network staff is able to offer diverse technical services using consultants in a variety of areas. Local Workforce Investment Area (LWIA) staff may benefit from the following services:

- **consultant services** - to enhance staff's skills, knowledge, and motivation
- **program site visits** - staff reimbursement provided for travel expenses
- **resource library** - up-to-date books, manuals and videos in a multitude of topics on loan for three weeks
- **referrals** - to other employment and training programs
- **Information Exchange newsletter** - informative newsletter announcing upcoming workshops, new resources, etc.

The Employment Training Network technical assistance services are available upon request to LWIA staff members or contractors operating LWIA programs. ETN staff: Diane Coad, Project Manager and Janine Cota, Administrative Assistant. **WIA funded agencies may receive Employment Training Network services by calling (916) 654-8896.**

EDD is an equal opportunity employer/program.